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**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers**

**FROM: Amy Mendel-Clemens  
Communications Section  
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**BHCE/BWP OPERATIONS MEMO**

**No: 04-32**

**DATE: 06/14/2004**

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input checked="" type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	WtW	<input type="checkbox"/>		
Other	EP	<input type="checkbox"/>	★		

**PRIORITY: HIGH**

**SUBJECT: Changes To Security For Web Applications**

**EFFECTIVE DATE:** June 26, 2004

**PURPOSE**

This memo includes:

1. A description of changes being made to the security software for user access to certain DWD and DHFS web applications;
2. A summary of the process you will use to refresh your security;
3. Step by step instructions for users who should create a DWD/Wisconsin Logon;
4. Step by step instructions for users who will not need to create a DWD/Wisconsin Logon; and
5. Special instructions for users of multiple applications.

**BACKGROUND**

Effective Saturday, June 26, 2004, a DWD/Wisconsin User ID will be required to access the following DWD and DHFS Web applications:

**BST** Barriers Screening Tool  
**CATS** Consolidated Automated Tracking System

<b>CCPC</b>	Child Care Provider Certification
<b>CCPI</b>	Child Care Provider Information
<b>CWA</b>	Common Web Application Administration
<b>EATS</b>	Emergency Assistance Tracking System
<b>FSQA</b>	Food Stamp Quality Assurance (Newman)
<b>LTC</b>	Long Term Care System

This change will allow users of web applications to have a single ID with which they can access all the systems that they need to do their work.

**NOTE** ➤ This will not affect the way you access CARES.

## ***POLICY***

Users of these applications will have from 6/26/04 to 9/30/04 to obtain a DWD/Wisconsin User ID by following the instructions in this memo. Users logging in after 6/25/04 will be prompted through a series of web pages. After completing these pages, users will have a DWD/Wisconsin User ID and it will have the same access as their current ID. For users whose current ID has access to more than one of the above applications, their DWD/Wisconsin User ID will have the same access.

**NOTE** ➤ CATS is an exception. If you have access to CATS and other applications, you will have to follow the instructions separately for CATS. However, you may use the same ID that you use for the other applications.

After 9/30/04, users who have not obtained a DWD/Wisconsin User ID using the process outlined in this memo need to resubmit a paper request for access to the state through their local agency security officer.

## ***PROCESS***

### **SUMMARY OF HOW TO OBTAIN A DWD/WISCONSIN USER ID:**

The Web applications listed above now require a DWD/Wisconsin User ID and password. Once you have created one, your current user name and password will be used one last time and after that it will no longer work.

#### **For BST, CCPC, CCPI, CWA, EATS, FSQA And LTC Users:**

Users who created a WAMS ID before 2/7/2004 had a DWD/Wisconsin User ID automatically created for them. You have a WAMS ID assigned if you were a user of Host on Demand (HOD) prior to that date. Follow instructions 1 through 5 for users who do not need to create a DWD/Wisconsin User ID.

DWD staff will need to create a DWD/Wisconsin User ID. Follow instructions 1 through 10 for users who should create a DWD/Wisconsin User ID.

Non-DWD users of RMS, Job Center Services applications (ASSET, CMDR, ERS, WJOS, QTWRS) and some DWD Extranet users already have a DWD/Wisconsin User ID. They are the ID and password you use to log on to the workweb. Follow instructions 1 through 5 for users who do not need to create a DWD/Wisconsin User ID.

All other users should follow instructions 1 through 10 for users who should create a DWD/Wisconsin User ID.

**For CATS:**

DWD users and users who log in by entering wiext\ before their ID already have a DWD/Wisconsin User ID. Enter your existing ID and password to get access to the workweb. You will be taken to the Additional Steps Required page (see step 3 in instructions 1 through 5 for users who already have a DWD/Wisconsin User ID). After you enter this page, you will go directly into CATS.

Users who log in by entering dwdpub\ before their ID will need to create a DWD/Wisconsin User ID unless they have already done so for one of the other applications. Follow instructions 1 through 10 for users who should create a DWD/Wisconsin User ID. Whenever you enter your DWD/Wisconsin Logon, enter wiext\ in front of it instead of dwdpub\.

**ACCOUNT CREATION PAGE**

A DWD/Wisconsin User ID is created on the Account Creation page.

- If you are not sure whether or not you have a DWD/Wisconsin User ID, you may link to a Help page. This page displays a sample Account Creation page. If you do not remember filling out this page before, you should proceed to create an account.

**NOTE ➤**When you create your DWD account, you will be asked to enter a DWD/ Wisconsin User ID and password. This does not need to be the same as the ID and password you have previously used. Also it does not have to be your mainframe (CARES) ID. Current users of some applications, such as BST, were required to use their CARES mainframe ID. That will no longer be required. If you currently have access to one of these applications, your DWD/Wisconsin User ID will be granted the same access and it will not have to match your mainframe (CARES) ID.

After you have created your account, you will return to the application and log on using your new DWD/Wisconsin User ID and password. After successfully logging on, you will then be taken to a page that asks whether you have ever used the application before. For existing users, click on YES. This will take you to a web page where you will enter the **old** user ID and password that you previously used to access the application prior to June 26, 2004. **This will be the last time you will use this ID and password.** When you click on SUBMIT, all the security privileges and profiles that you previously had linked to your old ID and password will be linked to your new DWD/Wisconsin User ID and password.

From this point on, you will use your DWD/Wisconsin User ID and password to gain access to the DWD and DHFS web applications listed above. You will now access each application at a new url or address. This link will appear on the home page for the application. You may also want to bookmark it or save it as a favorite.


STEP BY STEP INSTRUCTIONS:

The example below is for CCPI; however, the process is the same for all applications.

**Process flow for DWD users and other users who need to create a DWD/Wisconsin User ID.**

1. Access your application as you usually do, by typing in an address on your internet browser, or by clicking on a previously established link, or by selecting a bookmark or favorite. The following User ID and Password Decision Page will be returned.

**DWD/Wisconsin User ID and Password Decision Page**

 <b>Important Changes To CCPI</b>
CCPI has <b>changed the way you will log on</b> to the site. It now uses a DWD/Wisconsin Logon and password. If you have not yet created a DWD/Wisconsin Logon, you will need to do so now. The username and password that you have used in the past <b>will no longer work</b> .
<b>Do you have a DWD/Wisconsin Logon?</b>
<ul style="list-style-type: none"><li>▪ <a href="#">Yes</a></li><li>▪ <a href="#">No</a></li><li>▪ <a href="#">Help!</a></li></ul>

Yes: Opens Logon prompt

No: Navigates to the DWD/Wisconsin Logon User Agreement Page

Help: Navigates to the DWD/Wisconsin Logon Determination Help Page

2. In this example, the user needs to create a DWD/Wisconsin User ID. Click on NO. A page that says “How to Get a DWD Logon” will be returned.

How to get a DWD/Wisconsin Logon
In order to use this site, you must have a DWD/Wisconsin Logon. The DWD/Wisconsin Logon is a user id you will be able to use in many Wisconsin websites.
To get a DWD/Wisconsin Logon, visit Account Management. Once you have registered and activated your DWD/Wisconsin Logon, return back to this site and click 'Yes' when asked if you have a DWD/Wisconsin Logon.

Click on the link to Account Management and the DWD/Wisconsin Logon Management System Homepage will be returned. Later, once you have a DWD/Wisconsin User ID, you may use this page to change your password or information about your account. To first create an account, however, click on the Self-Registration link under the heading ‘SIGN UP FOR YOUR DWD/WISCONSIN LOGON’.

**NOTE ➤** If you click on HELP, a new browser session will open. You may close it in order to return to your original session.

## DWD/Wisconsin Logon Management System Homepage

 wisconsin.gov home    state agencies    subject directory

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### DWD/Wisconsin Logon Management System

The DWD/Wisconsin Logon Management System allows authorized individuals to access many DWD Internet applications using a single ID and password. When access to information or services is restricted to protect your privacy or the privacy of others, you will be asked to provide your DWD/Wisconsin Logon and password. Your DWD/Wisconsin Logon and password verifies your identity so that we can provide you with access to your information and services and prevent access by unauthorized individuals.

**Customer ID Menu**

- :: [Self Registration](#)
- :: [Profile Management](#)
- :: [Password Management](#)
- :: [User Acceptance Agreement](#)

### User Acceptance Agreement

Please note that only certain types of information will be stored in your user profile, as described in the [User Acceptance Agreement](#). Your user profile will never contain records such as driving history, tax information, unemployment compensation, vehicle registrations or prison records.

### Sign Up for your DWD/Wisconsin Logon

[Self Registration](#) (Request a DWD/Wisconsin Logon and Password.)

Self Registration allows you to create **your personal** DWD/Wisconsin Logon. This is your key to doing secure business with DWD over the Internet.

### Change / Update Your Information

[Profile Management](#) allows you to change your account information, e-mail address and other information.

### Change Your Password

[Password Management](#) allows you to change your password.

### Forgot Your User ID or Password?

[Logon ID/Password Recovery](#) allows you to recover a forgotten DWD/Wisconsin Logon and/or Password.

Updated November 11, 2003  
[Administrative Services Division](#)  
Content Contact: [DWD Webmasters](#)

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- The following Self-Registration page will be returned. Read all the information on the page, including the User Acceptance Agreement in the scroll down box. After you have read the Agreement and agree to the terms for using the application, click on ACCEPT to continue. NOTE: If you do not agree to the terms, click on DECLINE. In that case, you will not be granted access to the application.

### Self Registration Page

**Self Registration**

Welcome to the DWD/Wisconsin Logon self registration process. Self Registration allows you to create your personal DWD/Wisconsin Logon. This is your key to doing secure business with the Department of Workforce Development over the Internet.

**Requesting a DWD/Wisconsin Logon and Password**

You will submit your contact information. Once authorized you will see a confirmation.

**Starting the Self Registration Process**

To begin, you must read the User Acceptance Agreement below and click Accept at the bottom of the page to agree to the terms of the usage policy. If you do not agree to the terms, click Decline.

**User Acceptance Agreement**

DWD/WISCONSIN LOGON MANAGEMENT SYSTEM USER ACCEPTANCE AGREEMENT

INTRODUCTION

Many State agencies provide information and services by the

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**Customer ID Menu**


- :: [Self Registration](#)
- :: [Profile Management](#)
- :: [Password Management](#)
- :: [User Acceptance Agreement](#)


- After accepting the user acceptance agreement, the Account Creation page will be returned. Fill in your personal information under Profile Information. Under Account Information, enter an ID that is easy for you to remember. Keep in mind that this is the single ID you will use for access to all web applications in the future. Create a password and enter it twice.

In the section titled Logon ID / Password Recovery, enter a secret question and answer. This may be used by security service desk staff to verify your identity in the event you need a password reset, so select a question to which you are likely to always remember the answer if asked. For example, the question might ask the name of your first dog.

All information on this page is case specific. This means the system will remember whether you entered upper or lower case letters and expects you to do the same the next time.

At the bottom left of the page, a number will display. Enter it in the box at the bottom right of the page. When you have entered all information on the page, click on SUBMIT.

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### Account Creation

\* Indicates Required Field

#### Profile Information

First Name	<input type="text"/>	*
Middle Initial	<input type="text"/>	
Last Name	<input type="text"/>	*
Suffix	<input type="text"/>	

E-Mail address is strongly encouraged so we can contact you in case of problems or changes.

E-Mail	<input type="text"/>	
Phone	ie. 6085551234 <input type="text"/> ext. <input type="text"/>	

#### Mailing Address

Street Address	<input type="text"/>	
City	<input type="text"/>	
State/Province	<input type="text"/>	
Zip Code	<input type="text"/> - <input type="text"/>	

#### Account Information

Your Logon ID must be between 5-20 characters and **CAN** be a combination of letters and numbers. Your Logon ID must not contain spaces or special characters.

Logon ID	<input type="text"/>	*
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Your Password must be 7-20 characters long and **MUST** contain a combination of letters and either numbers or special characters (except the @ sign). Passwords are case sensitive. Your Password cannot contain the Logon ID.

[Password Tips](#)

Password	<input type="text"/>	*
Re-enter Password	<input type="text"/>	*

#### Logon ID/Password Recovery

Enter a question and answer for use if you forget your DWD/Wisconsin Logon ID or Password. Your Secret Question and Secret Answer cannot contain your password.

[Secret Question and Answer Tips](#)

Secret Question	<input type="text"/>	*
Secret Answer	<input type="text"/>	*

#### Verification

This step helps prevent automated registrations.  
If you cannot see the number below [click here](#).


<b>27864</b>	Please enter the number as it is shown in the box to the left.	<input type="text"/>	*
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5. After submitting the Account Creation Page, the Account Confirmation page will be returned. This lets you know that you have been successful in creating an account. Click on RETURN TO (YOUR APPLICATION) which appears at both the top and bottom of the page to continue.

### DWD/Wisconsin Logon Account Confirmation Page

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## Account Creation

Your DWD/Wisconsin Logon profile was successfully created.

- [return to CCPI](#)
- [make changes to your logon information](#)
- [return to DWD/Wisconsin Logon Menu](#)
- [DWD Homepage](#)

### Profile Information

Logon Id	ccpiextra2
First Name	Linda
Middle Initial	
Last Name	Bauer
Suffix	
E-Mail	
Phone	
Mailing Address	
Street Address	
City	
State/Province	
Zip/Postal Code	

### Logon ID/Password Recovery

Secret Question	Favorite Author
Secret Answer	Faulkner

Your DWD/Wisconsin Logon profile was successfully created.

- [return to CCPI](#)
- [make changes to your logon information](#)
- [return to DWD/Wisconsin Logon Menu](#)
- [DWD Homepage](#)

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6. You will be taken back to the first page you saw, which says Important Changes to (Your Application). This time click on YES. The Enter Network Password pop-up box will be returned. Enter your new DWD/Wisconsin User ID and password that you just established on the Account Creation page and click on OK.



7. The following page will be returned, asking if you have ever used this application before. For existing users, click on YES.

Have you ever used CCPI Before?

- [Yes](#)
- [No](#)
- [Help!](#)

8. The Application Activation Page will be returned. This is where you will move all your security profiles and privileges from your previous ID to your new DWD/Wisconsin Logon. Enter the ID and password you used prior to June 26 and click on SUBMIT

### Application Activation Page

#### Additional Steps Required

Please enter the username and password you **previously used** for this site. This will be the last time you need to use this old username and password. After this step is done, you will use your DWD/Wisconsin Logon and password for this site.

Please enter your old User ID and Password

Old User ID:

Old Password:

*Passwords are case sensitive.*

Submit

For assistance, Please contact the DWD Service Desk at (608) 266-7252. Their hours

9. If the Application Activation page is not processed successfully, an error page will be returned directing you to call the DWD Service Desk at (608) 266-7252. This is the same for all applications, except LTC, which will direct you to the DHFS Security Desk. Otherwise, you will get the DWD/Wisconsin User ID Confirmation Page. This means you have successfully linked all your security to your new DWD/Wisconsin User ID. This page will give you a link to the application you are accessing and will list any other applications to which you now have access with your new DWD/Wisconsin User ID. Click on the link to your application to continue processing.

**DWD/Wisconsin User ID Confirmation Page****You are ready to use CCPI**

Thank you for your patience. You are now ready to use CCPI.

Please [Go To CCPI](#) when you are ready.

For your information, you can also use this DWD/Wisconsin Logon in the following other sites:


- CCPC

10. Once in your application, take note of the new address (url) so that you can update any bookmarks or favorites you may have. You will no longer be able to use the old address.

**PROCESS FLOW FOR USERS WHO HAVE A DWD/WISCONSIN USER ID.**

1. Access your application as you usually do, by typing in an address on your internet browser, or by clicking on a previously established link, or by selecting a bookmark or favorite. The User ID and Password Decision Page will be returned.

**User ID and Password Decision Page**

 <b>Important Changes To CCPI</b>
CCPI has <b>changed the way you will log on</b> to the site. It now uses a DWD/Wisconsin Logon and password. If you have not yet created a DWD/Wisconsin Logon, you will need to do so now. The username and password that you have used in the past <b>will no longer work</b> .
<b>Do you have a DWD/Wisconsin Logon?</b>
<ul style="list-style-type: none"><li>▪ <a href="#">Yes</a></li><li>▪ <a href="#">No</a></li><li>▪ <a href="#">Help!</a></li></ul>

Yes: Opens Logon prompt

No: Navigates to the DWD/Wisconsin Logon User Agreement Page

Help: Navigates to the DWD/Wisconsin Logon Determination Help Page

2. In this example, the user already has a DWD/Wisconsin User ID. Click on YES. The Enter Network Password pop-up window will be returned. Enter your existing DWD/Wisconsin Logon and password and click on OK.



The dialog box is titled "Enter Network Password" and contains the following elements:

- A key icon and the text: "Please type your user name and password."
- Site: dwdmadwsa059.dwd.state.wi.us
- Realm: dwdmadwsa059.dwd.state.wi.us
- User Name: [text input field]
- Password: [password input field]
- ☐ Save this password in your password list
- OK button
- Cancel button

3. The Application Activation Page will be returned. Here you will refresh all the security profiles and privileges linked to your existing DWD/Wisconsin User ID. Enter your existing DWD/Wisconsin Logon and password again and click on SUBMIT.

### Application Activation Page

#### Additional Steps Required

Please enter the username and password you **previously used** for this site. This will be the last time you need to use this old username and password. After this step is done, you will use your DWD/Wisconsin Logon and password for this site.

Please enter your old User ID and Password

Old User ID:

Old Password:

*Passwords are case sensitive.*

Submit

For assistance, Please contact the DWD Service Desk at (608) 266-7252. Their hours

4. If the Application Activation page is not processed successfully, an error page will be returned directing you to call the DWD Service Desk at (608) 266-7252. This is the same for all applications except LTC, which will direct you to the DHFS Security Desk. Otherwise, you will get the DWD/Wisconsin User ID Confirmation Page. This means you have successfully completed the process. This page will give you a link to the application you are accessing and will list any other applications to which you have access. Click on the link to your application to continue processing.

### Conversion Confirmation Page

<b>You are ready to use CCPI</b>
Thank you for your patience. You are now ready to use CCPI.
Please <a href="#">Go To CCPI</a> when you are ready.
For your information, you can also use this DWD/Wisconsin Logon in the following other sites:
<ul style="list-style-type: none"><li>■ CCPC</li></ul>

5. Once in your application, take note of the new address (url) so that you can update any bookmarks or favorites you may have. You will no longer be able to use the old address.

### Special instructions for users who have access to multiple applications.

All security profiles and privileges for a user will be linked to the DWD/Wisconsin User ID at one time, when the user first accesses an application. However, the user will need to go through the flow of web pages described above for each application.

**Example 1:** Verna uses both BST and EATS. She does not have a DWD/Wisconsin User ID. On Monday, Verna clicks on the link to go to the EATS application. The User ID and Password Decision Page is returned. Because she does not already have a DWD/Wisconsin User ID, Verna clicks on NO. She will then follow the instructions for users who do not have a DWD/Wisconsin User ID in steps 1 through 10 above. Both her EATS and BST security profiles and privileges have now been linked to her new DWD/Wisconsin User ID.

**Example 1 cont.** On Wednesday, Verna clicks on the link to go to the BST application. Once again the User ID and Password Decision Page is returned. Because she now has a DWD/Wisconsin User ID, Verna clicks on YES. A logon page is returned. Verna enters her DWD/Wisconsin User ID and password and goes directly to the BST application. She will not see the other pages described above again.

The next time Verna accesses either system; she will be taken to the logon page. She will not see the decision page again.

**Example 2:** Arvin uses both CCPC and CCPI. He already has a DWD/Wisconsin User ID. On Monday, Arvin clicks on the link to go to CCPC. The User ID and Password Decision Page is returned. Because he already has a DWD/Wisconsin User ID, Arvin clicks on YES. He will then follow the instructions for users who have a DWD/Wisconsin User ID in steps 1 through 5 above. Both his CCPC and CCPI security profiles and privileges have now been relinked to his existing DWD/Wisconsin User ID.

On Wednesday, Arvin clicks on the link to go to the CCPI application. Once again the User ID and Password Decision Page is returned. Once again, Arvin clicks on YES because he already has a DWD/Wisconsin User ID. A logon page is returned. Arvin enters his DWD/Wisconsin Logon and password and goes directly to the CCPI application. He will not see the other pages described above again.

The next time Arvin accesses either system; he will be taken to the logon page. He will not see the decision page again.

## CONTACTS

If you are a user of LTC and you encounter problems with this process or require a password reset during this process or in the future, call the DHFS Security Desk at 608-266-9198 for assistance. Regular hours are Monday through Friday from 9:00 AM to 11:30 AM and 12:30 PM to 2:30 PM.

**NOTE ➤** There has been no change to this process.

If you are a user of BST, CCPC, CCPI, CWA, EATS or FSQA and you encounter problems with this process or require a password reset during this process or in the future, call the DWD Service Desk at 608-266-7252 between the hours of 6:00 AM and 6:00 PM Monday through Friday. If you call outside that timeframe, your call will be answered, but you will not receive immediate assistance. A message will be referred to Service Desk staff, who will respond on the next business day.

**NOTE ➤** This is a change from the current process of calling the DWS Security Desk for password resets.

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC – Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.